

### **AMENDMENTS TO THE SPECIFICATION**

Please amend page 24 of the specification as follows:

- - Figure 17 is a schematic diagram of how a methodology of various management feedback processes can be combined with the scorecard of FIG. 2;

Figures 18(a) to (c) are schematic diagrams of network architectures for use with the apparatus of FIG. 1;

Figure 19 is a screenshot of the scorecard of FIG. 2 that has evolved in response to system change;

Figure 20 is a screenshot of a scorecard for sequential months, and

Figure 21 is a screenshot of a navigation menu.

Throughout the following description identical reference numerals will be used to identify like parts.

Referring to Figure 1(a)), a hardware configuration 100 comprises a client terminal 102, for example a computer, such as a Personal Computer (PC). The PC 102 is arranged to support a web browser application, for example ~~Microsoft Internet Explorer~~ the INTERNET EXPLORER application available from Microsoft Corporation.

The PC 102 is coupled to, for example, a Wide Area Network (WAN), such as the Internet 104. A remote server 106, for example any suitable server capable of storing and operating a local database is also coupled to the Internet 104. The server 106 supports an application that, in this example, uses software portal functions found in "Websphere" or "Domino" software available from IBM® together with to serve relevant web pages to the client terminal 102.

For the purposes of simplicity and clarity of description, a simple structure of the server 106 will now be described briefly (Figure 1(b)), but the skilled person will appreciate the additional complexity of the server 106 not described herein. However, in relation to - -